MONTANA CHEMICAL DEPENDENCY CENTER POLICY AND PROCEDURE MANUAL

Policy Subject: Electronic Mail (e-mail)	
Policy Number: CUP 13	**Standards/Statutes: ARM 37.27.120**
Effective Date: 01/01/02	**Page 1 of 2**

PURPOSE:
This policy applies to all Montana Chemical Dependency Center employees and Montana Chemical Dependency Center contractors using a state computer.

POLICY:
The State provided electronic mail (e-mail) system is to be used for: the conduct of state and local government business and delivery of government services; transmitting and sharing of information among governmental, research, and educational organizations; supporting open research and education in and between national and international research and instructional institutions; communicating and exchanging professional information; encouraging debate of issues in a specific field of expertise; applying for or administering grants or contracts; announcing requests for proposals and bids; announcing new services for use in research or instruction; and conducting other appropriate State business.

PROCEDURE:
All messages created, sent or retrieved, over the state's systems are the property of the Montana Chemical Dependency Center. Privacy of e-mail is not guaranteed. Employees should not have expectations of privacy for any messages. Information Systems Technician, management, and Department of Administration personnel can monitor e-mail for performance, troubleshooting purposes, or if abuses are suspected. Employees should use their best judgment in sending confidential messages over the e-mail system. The use of encryption should be considered when sending these types of messages. Employees will attend e-mail training. For additional help with using e-mail, the Information Systems Technician should be contacted. Stationery may be used when it enhances the business content of email. Stationery, moving graphics and/or audio objects should not be used unnecessarily since they consume more resources such as disk space, network bandwidth and tend to detract from the message content.

MISUSE OF E-MAIL- The following items represent, but are not restricted to, misuse of state e-mail resources: Circulating chain letters, or using the state e-mail system for: 1) "for-profit" activities, 2) "non-profit" or public, professional or service organization activities that aren't related to an employee's job duties, or 3) for extensive use for private, recreational, or personal activities. Statewide distributions of e-mail. The Information Systems Technician should be contacted for correct procedures for large e-mail

distributions.   Using personal e-mail accounts, such as hot-mail, outside of the state provided e-mail system unless the Information Systems Technician has granted an exception.

Employees should delete items from their in-tray and out-tray when they are no longer needed. If a mail item needs to be retained, it should be moved to an archive folder, a disk, or be printed. Items placed in an employee's archive are the employee's responsibility. The need for retention of an item should be reevaluated after it has been stored for 6 months. Employees can contact the State Records Manager with any questions on retention schedules. In drafting and sending e-mail messages, employees should not include anything they are not prepared for the public to read. Statements can potentially become a basis for litigation (e.g. sexual harassment comments) and/or civil or criminal liability. E-mail communication should resemble typical professional and respectful business correspondence. Unsolicited mail, or scam, should be deleted immediately. If delivery of scam persists, the Information Systems Technician or State Information Security Manager should be contacted.

Employees should check their mail with a frequency appropriate to their job duties and their departmental policy. If employees are unable to check their mail for an extended period of time, they should use the "auto reply" feature or make arrangements to have their mail picked up by someone else (supervisor, secretary, coworker) and reviewed to see if messages need a response.

If employees have a personal mailing list they feel would benefit the agency, they are encouraged to inform their Information Systems Technician for the possibility of creating a public mailing list. Employees should use care and discretion when sending e-mail to mailing lists and/or large groups. Sending a large file to multiple recipients could severely impact the network. The chance of receiving a virus increases with the use of e-mail. Many viruses come embedded in attachments. Suspicious e-mail messages should be forwarded to the State Information Security Manager for investigation before they are opened. Employees should make judicious use of the features that increase e-mail traffic and should
strive to keep message and attachment sizes as small as possible. Use of graphics in auto-signatures or other parts of messages or attachments should be avoided because they greatly increase the size of a message. Use of the e-mail text editor for simple-messaging tasks is preferred since the same message created in a word processor is much larger. All attachments over one megabyte should be compressed (zipped) prior to sending.

Revisions:_____

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Approved By:_____01/01/02_
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